

Reading: Principles Affecting People's Reactions to Change

Three principles affecting people's reactions to change include:

1. **Reaction to change is natural** — It is a fact of life that people react to change, and there are ways to deal with these reactions that can make the resistance useful. Ignoring or rolling over people's concerns generally results in undermining of change efforts, whether the undermining is conscious or unconscious, subtle or blatant.
2. **Individuals adjust to change at different rates** — Even when we choose to change, it can take a long time to adjust. Each person will adjust at his/her own rate, and no amount of urging or pushing will speed up that process. However, leaders can deal with many concerns in ways that help people speed up their own adjustment process.
3. **Dealing with loss is the key to moving on** — People often lose something during a change. Their losses must be acknowledged and honored so they can find a positive reason to move forward. Every attempt to balance a loss with some kind of gain will ease the pain of loss and speed up the adjustment to change.